

SECTION L

ATTACHMENT XII

TECHNICAL PROPOSAL FORMAT

(Criterion I, Technical Approach)

Appendix	Section	Subject
A	3.2.1.2	Services (Unclassified Desktop Support)
A	3.2.2.2	Services (Classified Networking and Communications Security)
A	3.2.3.2	Services (Unclassified Computer Operations)
A	3.2.4.2	Services (Unclassified System Administration)
A	3.2.5.2	Services (Unclassified Database Administration)
A	3.2.6.2	Services (Applications Software Support)
A	3.2.7.2	Services (Data Gathering and Related Tasks)
A	3.2.8.2	Services (ProEngineer CAD System Support)
3.2.1.3 – Services		
B	3.2.1.3.1	General Services
B	3.2.1.3.2	Standard Desktop Software Service
B	3.2.1.3.2.1	Standard Desktop System Software
B	3.2.1.3.2.2	Standard Desktop Office Suite Software
B	3.2.1.3.2.3	Standard Desktop Utility/Productivity Software
B	3.2.1.3.2.4	Standard Corporate Applications
B	3.2.1.3.2.5	Software Distribution and Upgrades
B	3.2.1.3.3	Standard E-mail Service
B	3.2.1.3.4	Standard Hardware Service
B	3.2.1.3.5	Standard Data and File Share Service
B	3.2.1.3.6	Standard Printed Output Service
B	3.2.1.3.7	Standard External Access to Services and Capabilities
3.2.1.3.8 - Standard Request Support Service		
B	3.2.1.3.8.1	End User Support
B	3.2.1.3.8.2	Telecommuters, Travelers, and Off-site Personnel
3.2.1.3.9 - Standard Resources Delivery		
B	3.2.1.3.9.1	User Identifier (UID) and Password Selection/Distribution
B	3.2.1.3.9.2	Base Access/Accounts (E-mail, BJC Domain, Networked Storage/File Space)
B	3.2.1.3.9.3	Physical Assets
B	3.2.1.3.9.4	Equipment/Software to Accommodate Users with Disabilities/Special Needs
B	3.2.1.3.9.5	Mobile "Loaner" Units
3.2.2.3 - Server Management Services		
B	3.2.2.3.1	General Services
B	3.2.2.3.2	Servers Supporting "Mission Essential" Application(s)
B	3.2.2.3.3	Web Server Services
3.2.3 - Application and Database Services		
B	3.2.3.3.1	Application Management
B	3.2.3.3.2	Application Maintenance and Operation Support
B	3.2.3.3.3	Application Feasibility Studies
B	3.2.3.3.4	Application Enhancements

B	3.2.3.3.5	Software License Management
B	3.2.3.3.6	Application Certification/Re-Certification
B	3.2.3.3.7	Database Support
3.2.4.3 - Miscellaneous IT Services		
B	3.2.4.3.1	Enterprise Engineering and Subject Matter Expert (SME) Services
B	3.2.4.3.2	Assist BJC IT with Support for DOE
B	3.2.4.3.2.1	Support of DOE IT Order Compliance and Requirements
B	3.2.4.3.2.2	Preparation for External and Internal Audits
B	3.2.4.3.2.3	Support of DOE IT Initiatives and Ad Hoc Requests for Information
B	3.2.4.3.2.4	IT Procurements
B	3.2.4.3.3	BJC Level Information Management Support
B	3.2.4.3.3.1	Software License Compliance
B	3.2.4.3.3.2	Information Technology Architecture Standards and Guidelines
B	3.2.4.3.3.3	IT Management Strategy Support
B	3.2.4.3.4	IT Operations Management Support
3.2.4.3.5 - Unclassified Cyber Security Support		
B	3.2.4.3.5.1	General Support
B	3.2.4.3.5.2	Subcontractor Cyber Security Oversight Support
B	3.2.4.3.5.3	Network/Firewall Support
3.2.4.3.6 - Telecommunications Services		
B	3.2.4.3.6.1	Secure Telephone/Equipment (STU/STE) Management
3.2.5 - Operations Management Plan		
B	3.2.5	Operations Management Plan
3.2.1.2 – Services (Unclassified Desktop Support)		
C	3.2.1.2.1	Universal Computer Access Management System (UCAMS)
C	3.2.1.2.2	HelpDesk Service
C	3.2.1.2.3	Virus Protection and Cleanup
C	3.2.1.2.4	Software Product Update Delivery System
C	3.2.1.2.5	Desktop Office Visits
C	3.2.1.2.6	Laptop Loaner Pool
C	3.2.1.2.7	Electronic Mail Services
C	3.2.1.2.8	Web Management
C	3.2.1.2.9	Public Key Infrastructure
3.2.2.2 – Services (Classified Desktop Support)		
C	3.2.2.2.1	Classified Universal Computer Access Management System (UCAMS)
C	3.2.2.2.2	Classified Electronic Mail Services
C	3.2.2.2.3	Classified Web Management
C	3.2.2.2.4	Classified Software Product Update Delivery System
C	3.2.2.2.5	Classified Desktop Office Visits
C	3.2.2.2.6	Classified HelpDesk Service

C	3.2.2.2.7	Classified Diskless Workstation Support
C	3.2.2.2.8	Classified SecureNet User Support
C	3.2.2.2.9	Virus Protection and Cleanup
C	3.2.2.2.10	Public Key Infrastructure
C	3.2.2.2.11	Classified Miscellaneous Support
3.2.3.2 – Services (Unclassified Networking)		
C	3.2.3.2.1	Project Management
C	3.2.3.2.2	Supporting Toolsets Development and Configuration
C	3.2.3.2.3	Network Administration and Operation
C	3.2.3.2.4	Integrated Services
3.2.4.2 - Services (Classified Networking and Communications Security)		
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C	3.2.4.2	Communications Security Support
3.2.5 Unclassified Computer Operations Services		
C	3.2.5.2	Services (Unclassified Computer Operations)
3.2.6 Unclassified System Administration		
C	3.2.6.2	Services (Unclassified System Administration)
3.2.7 Unclassified Database Administration		
C	3.2.7.2	Services (Unclassified Database Administration)
3.2.8 Classified Computer Operations Services		
C	3.2.8.2	Services (Classified Computer Operations)
3.2.9 Classified System Administration		
C	3.2.9.2	Services (Classified System Administration)
3.2.10 Classified Database Administration		
C	3.2.10.2	Services (Classified Database Administration)
3.2.11 Information Technology Configuration Management		
C	3.2.11.2	Services (Information Technology Configuration Management)
3.2.12 Applications Software Support		
C	3.2.12.2	Services (Applications Support Software)
3.2.13 Enterprise Information Planning and Management		
C	3.2.13.2	Services (Enterprise Information Planning and Management)
3.2.14 Special Computer Operations, System Administration, Database Administration, and Desktop Support		
C	3.2.14.2	Services (Special Computer Operations, System Admin., Database Admin., and Desktop Support)
C	3.2.14.2.1	User Services and Desktop Support
C	3.2.14.2.2	ADP Operations Services
C	3.2.14.2.3	Systems Administration
C	3.2.14.2.4	Database Administration
3.2.15 Voice Communications Services		
C	3.2.15.2	Services (Voice Communications)
C	3.2.15.2.1	Site-Only Telephone Support
C	3.2.15.2.2	Cellular Telephone Support
C	3.2.15.2.3	Pager Support

C	3.2.15.2.4	Radio Support
C	3.2.15.2.5	General Voice and Wireless Services Support

3.2.16 Computer Maintenance Services for 1099 Commerce Park		
C	3.2.16.2	Services (Computer Maintenance for 1099 Commerce Park)
3.2.17 SAP Support		
C	3.2.17.2	Services (SAP Support)
C	3.2.17.2.1	SAP Development and Maintenance Support
C	3.2.17.2.2	SAP Operations Support
C	3.2.17.2.3	SAP Pension Support
3.2.18 DOE IT Support Services		
C	3.2.18.2	Services (DOE IT Support)
C	3.2.18.2.1	General IT Support for DOE
C	3.2.18.2.2	DOE Radio Support